

## **WORKFORCE DEVELOPMENT SPECIALIST II**

### **DEFINITION**

This is advanced technical work in employment counseling, employer relations or other workforce development activities in the Division of Workforce Development.

An employee in this class performs advanced employment counseling or employer services work in a one-stop career center or performs comparable work in the central office unit. Work includes responsibility for staff training, program management, analysis and evaluation of job seeker barriers to employment, and establishment of favorable relationships with area employers. The employee receives direction from a workforce development supervisor or other administrative superior.

**Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.**

### **EXAMPLES OF WORK**

Provides functional supervision of specialized workforce development activities involving programs such as veterans, older workers, disabled or job seekers with employment barriers.  
 Assists in training employees in interviewing, job development and job placement functions.  
 Analyzes and evaluates program operations for achievement of objectives.  
 Contacts employers, identifies their labor needs and problems, then develops a plan of service.  
 Formulates and implements plans for public relations projects at the local level.  
 Provides technical assistance to workforce development staff, contractors, employers and job seekers as it relates to special employment and personnel problems.  
 Administers, scores and interprets tests that measure aptitudes and interest.  
 Assists counselees in establishing both immediate and long-range vocational goals.  
 Maintains extensive and detailed confidential narratives of all contacts made and counseling services provided to counselees.  
 Performs other related work as assigned.

### **EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES**

Considerable knowledge of current local employment conditions and practices in both the public and private sector.  
 Considerable knowledge of the principles and techniques of individual and group testing and appraisal.  
 Working knowledge of the principles and techniques of vocational guidance and counseling.  
 Working knowledge of public relations functions.  
 Working knowledge of current social, economic and industrial problems.  
 Ability to establish and maintain cooperative working relationships with staff, employers and community groups.  
 Ability to interpret and apply complex operating instructions, regulations, procedures, etc.  
 Ability to plan and evaluate programs.  
 Ability to communicate effectively.  
 Ability to present comments and opinions clearly and concisely.  
 Ability to establish rapport and trust and to motivate individuals to carry out action plans.  
 Ability to prepare and maintain both detailed counseling narratives and routine workforce development records and reports.

## **WORKFORCE DEVELOPMENT SPECIALIST II (Cont'd)**

**EXPERIENCE AND EDUCATION QUALIFICATIONS** (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of experience as a Workforce Development Specialist I or as a Workforce Development Supervisor I with the Division of Workforce Development.

OR

One year of experience in the areas described below; and graduation from an accredited four-year college or university with specialization in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas. (Experience in the areas described below may be substituted on year-for-year basis for deficiencies in the stated education. Graduate work in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas may be substituted on a year-for-year basis for the stated experience.)

### **AREAS OF QUALIFYING EXPERIENCE**

1. Technical or professional work in the fields of social service, education, job placement, community organization or related areas, or in business, personnel or public administration involving responsible public contact.
2. Military experience, at the E-5 level or above, in recruiting or personnel administration involving interviewing, selection, classification, placement or counseling.

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